

Attachments, instructions and templates

Three places for the documents and agreements relating to your account.

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<https://cockpit.memo-offitel.be/>**WHERE**

Menu > Bijlagen, Instructies
and Templates

TIME

2 minutes

YOU WILL LEARN

What you will find in each section

Bijlagen (attachments)

All documents and files belonging to your account, in one place: for example a contact list, an escalation scheme or a price list. As soon as files are added to your account, you will find them here.



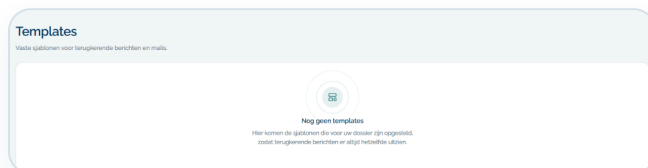
Instructies (instructions)

The agreements our agents follow when we answer calls for you. As soon as your agreements have been loaded, they appear on this page.



Templates

Fixed templates for recurring messages and emails, so they always look the same.



Do you see **Nog geen ...** (no ... yet) in one of these sections? Then nothing has been loaded for your account yet. The instructions our agents use today, and attachments linked to a specific instruction, are in **Kennisdatabank**.

Questions about Memo Cockpit? Our team is happy to help.

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Screenshots of the Dutch-language interface, with sample data. Your screen may differ slightly. Version 0.1 · October 2026.